

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CHIEF HEARING OFFICER DIRECTIVE

DOCKET NOS. 2020-125-E ORDER NO. 2020-116-H

NOVEMBER 23, 2020

CHIEF HEARING OFFICER: David Butler

DOCKET DESCRIPTIONS:

Application of Dominion Energy South Carolina, Incorporated for Adjustment of Rates and Charges (*This filing includes a request for an increase to retail electric rates) (See Commission Order No. 2020-313)

MATTER UNDER CONSIDERATION:

Presentation of Communication from Rob Bockman, Commission Public Information Director

CHIEF HEARING OFFICER'S ACTION:

Dominion Energy South Carolina, Incorporated and the other parties to this Docket shall review the following communication from the Commission's Public Information Director, Rob Bockman:

November 23rd, 2020

Dear representative of Dominion Energy SC,

I wanted to call your attention to a few outstanding public concerns involving the public night hearings in Docket No. 2020-125-E held at the Public Service Commission offices in November in the hopes that you would be able to address these concerns in your communications to consumers as we prepare for the January 5th and 7th public hearings.

Between October 5th and the start of the public night hearings on November 9th, the Commission received 331 phone calls from consumers related to the letter sent out in their monthly Dominion Energy SC bills. Many of the callers were confused about the purpose and meaning of the letter.

Several customers showed up at the Commission's offices, money in hand, attempting to pay the quoted sample rate. Others called in a panic, thinking they owed money to the utility. While Commission staff was more than happy to assist these confused consumers, I did want to underline some of the friction points so that Dominion can potentially tailor their outgoing message to preempt these issues. Aside from the aforementioned issues, their concerns also included:

- Is this a bill? When do I have to pay it by?

- Is this a court summons?
- Is this a jury duty notice?
- Is it mandatory to attend this hearing?

We have details on the registration process and the hearings on the PSC website at www.psc.sc.gov and on the SC Utility Consumer website at www.scutilityconsumer.sc.gov. It may also be worth pointing consumers to Commission social media and to the SC Utility Consumer brand, which provides explanatory content for utility consumers; they can find the Commission on [Facebook](#) and [Twitter](#) and the SC Utility Consumer program on [Facebook](#) and [Twitter](#) here. Please let me know if I can provide further information and thank you for your commitment to ensuring Dominion customers are informed and prepared for the public hearings.

Sincerely,

Rob Bockman

Public Information Director

Public Service Commission of South Carolina

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